

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

MSW DEGREE EXAMINATION MAY 2024  
(Fourth Semester)

Branch – SOCIAL WORK

**HUMAN RESOURCE MANAGEMENT AND HUMAN RESOURCE  
DEVELOPMENT**

Time: Three Hours

Maximum: 50 Marks

**SECTION-A (5 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

1. Human resource management is amalgam of \_\_\_\_\_.  
(i) Job analysis, recruitment and selection  
(ii) Social behaviour and business ethics  
(iii) Organisational behaviour, personal management and industrial relation  
(iv) Employer and employees
2. In ----- training, a training centre is set-up and actual job conditions are duplicated or simulated in it.  
(i) Classroom (ii) Apprenticeship  
(iii) Internship (iv) Vestibule
3. Relative worth of a job is known by \_\_\_\_\_.  
(i) Job design (ii) Job analysis  
(iii) Job evaluation (iv) Job change
4. Kaizen is a Japanese term meaning \_\_\_\_\_.  
(i) Continuous improvement (ii) a fishbone diagram  
(iii) setting standard (iv) Just in time
5. HRD will develop the \_\_\_\_\_.  
(i) Executive development (ii) Strategic development  
(iii) Planning and decision making (iv) Organizational and personal skills

**SECTION - B (15 Marks)**

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

- 6 a. Explain the concept of management.  
OR  
b. Determine the principles of management.
- 7 a. Differentiate recruitment and selection.  
OR  
b. Elucidate career planning and development.
- 8 a. Differentiate between job enlargement and job rotation.  
OR  
b. Explain the objectives of potential and performance appraisal.

Cont...

- 9 a. Discuss 5S system and Kaizen.  
OR  
b. Evaluate the importance of work culture in an organization.
- 10 a. Highlight the methods of human resource accounting.  
OR  
b. Explain the concept of HR matrix.

**SECTION -C (30 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

- 11 a. Enumerate the functions of HRM.  
OR  
b. Evaluate the need for HRD in Indian context.
- 12 a. Elucidate the process of Human Resource Planning.  
OR  
b. Explicate the methods of training.
- 13 a. Evaluate the process of job analysis.  
OR  
b. Enumerate the need, importance and principles of wage and salary administration.
- 14 a. Determine the elements of TQM and TPM.  
OR  
b. Highlight the quality improvement techniques and role of HR.
- 15 a. Evaluate the impact of globalization on HRD.  
OR  
b. Enumerate Human Resource Information System.

Z-Z-Z

END